



## Q & A

### Management Summary of Maserati Safety Recall Campaign # 616 Safety Non-Compliance Recall for MC20 Cielo Windshield Detachment

<b>Date:</b>	April 2023
<b>Subject:</b>	<u><b>Maserati Safety Non-Compliance Recall Campaign #616 – Windshield Detachment</b></u>
<b>Models:</b>	Maserati MC20 Cielo MY2023
<b>Countries Involved:</b>	US Only
<b>Local Authorities:</b>	NHTSA
<b>Defective Part:</b>	Windshield Frame Out of Spec
<b>Defect:</b>	Some 2023 MY MC20 Cielo vehicles
<b>Responsibility:</b>	Maserati S.p.A. and MAS
<b>Repair action:</b>	Maserati North America will remove and properly reattach the windshield frame and replace the windshield.
<b>Repair Time:</b>	The dealership or authorized service center you choose will provide information concerning how long the operation will take, in all cases as quickly as possible.
<b>Vehicles Involved:</b>	<b>11</b> in U.S only
<b>Production Period:</b>	10/10/2022 through 03/21/2023
<b>Accidents/Injuries:</b>	None reported
<b>Customer Contact:</b>	Customers will be notified by first class mail



## Q & A

**Q1. Which models are affected by this recall?**

**A. Some 2023 Model Year Maserati MC20 Cielo vehicles only.**

**Q2. Why are other models not affected?**

**A. Other MC20 Cielo Model Year 2023 vehicles were built after the suspect period.**

**Q3. How many vehicles in North America are affected?**

**A. There are a total of 11 U.S. vehicles and 0 Canadian vehicles potentially affected.**

**Q4. What is the specific problem?**

**The windshield frame that may have ineffective adhesion between carbon body panel and metal components within the frame during the assembly process.**

**Q5. What can happen?**

**A. In certain vehicle crashes, a windshield frame that fully or partially detaches from the vehicle can increase the risk of occupant injury.**

**Q6. Can the driver become aware of the problem?**

**A. No.**

**Q7. What corrective measures will be taken?**

**A. Will remove and properly reattach the windshield frame and replace the windshield.**

**Q8. How did Maserati become aware of the problem?**

**A. Maserati S.p.A discovered the issue during a plant quality gate inspection.**

**Q9. Is Maserati aware of any accidents or injuries associated with the recall?**

**A. Maserati is not aware of any accidents or injuries related to this recall.**

**Q10. Can customers continue to drive their cars?**

**A. Yes, but we recommend that you take your car to the nearest Maserati dealer as soon as possible to have the recall performed.**

**Q11. How will customers be informed of the recall?**

**A. Customers will be notified by first class mail. Customers can also check their VIN using the recall lookup feature in Maserati's website under Recall by VIN: <http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>.**

**Q12. How will the recall be performed?**



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**A. An authorized Maserati dealership will perform the repairs.**

**Q13. How long will the repair take?**

**A. The dealership or authorized service center you choose will provide information concerning how long the operation will take, in all cases as quickly as possible.**

**Your dealer will require your vehicle for proper check-in, preparation, and check out during your visit, which may require additional time.**

**Q14. How many vehicles have experienced this problem?**

**A. To-date, no issues have been reported in North America.**

**Q15. When will I receive my owner notification letter?**

**A. Within 60 Days. If a customer provides a VIN to MAS Customer Service, the need for a recall can be confirmed. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services:**

**<http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>.**

**Q16. Do I have to wait for my recall letter in order to have my recall performed?**

**A. No, you can call the authorized Maserati dealership and they will advise you when to make the repair. Alternatively, we (Customer Care) can conference you into your dealership to make the appointment now.**

**Q17. Is it safe to drive my vehicle?**

**A: Yes, but we recommend that you take your car to the nearest dealer as soon as possible to have the recall performed.**

**Q18. How do I know that my car is affected by this recall?**

**A. A dealer can verify via VIN and individual inspection. Customers can also use the VIN recall lookup feature in Maserati's website under Tools and Services.**

**<http://www.maseratiusa.com/maserati/us/en/shopping-tools/recall-by-vin>**

**Q19. I am not the first owner of the vehicle, how can I check if my vehicle is involved in this or other campaigns?**

**A. The Customer Care department can tell you if your vehicle is involved in this campaign. You can also contact an authorized Maserati Dealer to check if the car has any open recall campaigns.**

**Q20. Is there a deadline by which the campaign must be carried out?**

**A. The operation must be performed as soon as possible. Please contact the Dealership authorized workshop as soon as possible to fix an appointment.**



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**Q21. The authorized dealership has informed me that the parts for this operation are not available.**

**A. Please provide our Customer Care team with details of the authorized Maserati Workshop/Dealership concerned so that we can verify the situation and send you to another dealership to have the operation performed.**

**Q22. I had the operation of the campaign performed on the concerned component/system during an earlier visit to a Dealership/Authorized Workshop. I have now received the campaign letter. Do I still need to go to the Dealership/Authorized Workshop to have the campaign carried out?**

**A. No. Please contact any Maserati Dealership to confirm that the campaign has been performed.**

**Q23. What are the consequences if I decide not to have the campaign performed?**

**A. We invite you to have the campaign carried out as soon as possible by going to the dealership from which you purchased the vehicle or, if it is more convenient for you, to any other MASERATI dealership. In the event of non-compliance with the instructions contained in this recall campaign, we decline as of now any responsibility deriving from the non-execution of the campaign operations.**

**Q24. Is NHTSA forcing Maserati to recall these vehicles?**

**A. No. We are voluntarily recalling the affected vehicles.**

**Q25. Who is the supplier?**

**A. We don't discuss supplier relationships in this context.**